



in UNISON

Working Together for Better Health

Pennsylvania • Summer 2007

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Have a **Super** & Safe Summer

There's nothing better than a swim to cool off on a hot summer day. Swimming is lots of fun, but it can be risky too.

Keep your family safe this summer. Follow these water tips.

- *Never leave children alone in the pool, even for a moment. Even good swimmers need buddies.*
- *Never leave them alone near the pool.*
- *A lifeguard needs to watch children in or near the water.*
- *Make sure your child knows never to dive into water unless permitted by an adult who knows the depth of the water and who has checked for underwater objects.*
- *Never let your child swim in canals or any moving water.*
- *Only allow swimming in the ocean when a lifeguard is on duty.*
- *Watch toddlers and younger children closely in the water. Keep them less than an arm's length away.*
- *Don't use "floaties" or water wings. They are not as safe as life vests.*

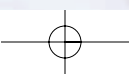


Source: American Academy of Pediatrics

Esta información también se ofrece en otros idiomas y formatos. Llame a Servicios para Miembros al 1.800.414.9025 o al 1.888.616.0021 (TTY).



A new program to better service your needs. See page 3.



An Ounce of Prevention

It's true. Those shots your children get are worth a pound of cure. Shots prevent life threatening diseases. Childhood immunizations (shots) are very important. They protect your children from more than a dozen serious diseases. Regular checkups with your children's doctor will keep them healthy. Are your children's shots up-to-date? Remember many vaccines need a booster or come in a series of shots. And teens need shots, too. Check with your children's doctor to make sure they are protected.

We've put a special insert in this newsletter to show what shots are needed. It tells you when it is best for children from birth to age 18 to get these shots. On the back is a form to keep track of shots. Your doctor will fill it out for your child.

On our website we have put a link to a site set up by the US Centers for Disease Control. It helps parents with children under age 6 make sure their children's shots are up to date. Just enter your child's birth date, and you'll get a complete list of what shots to get and when to get them.

Go to www.unisonhealthplan.com select Pennsylvania; select your plan (MedPLUS, Kids or aB). Click on Members and then click on Member Education. You'll find the link and other helpful information.



New Steps To Apply

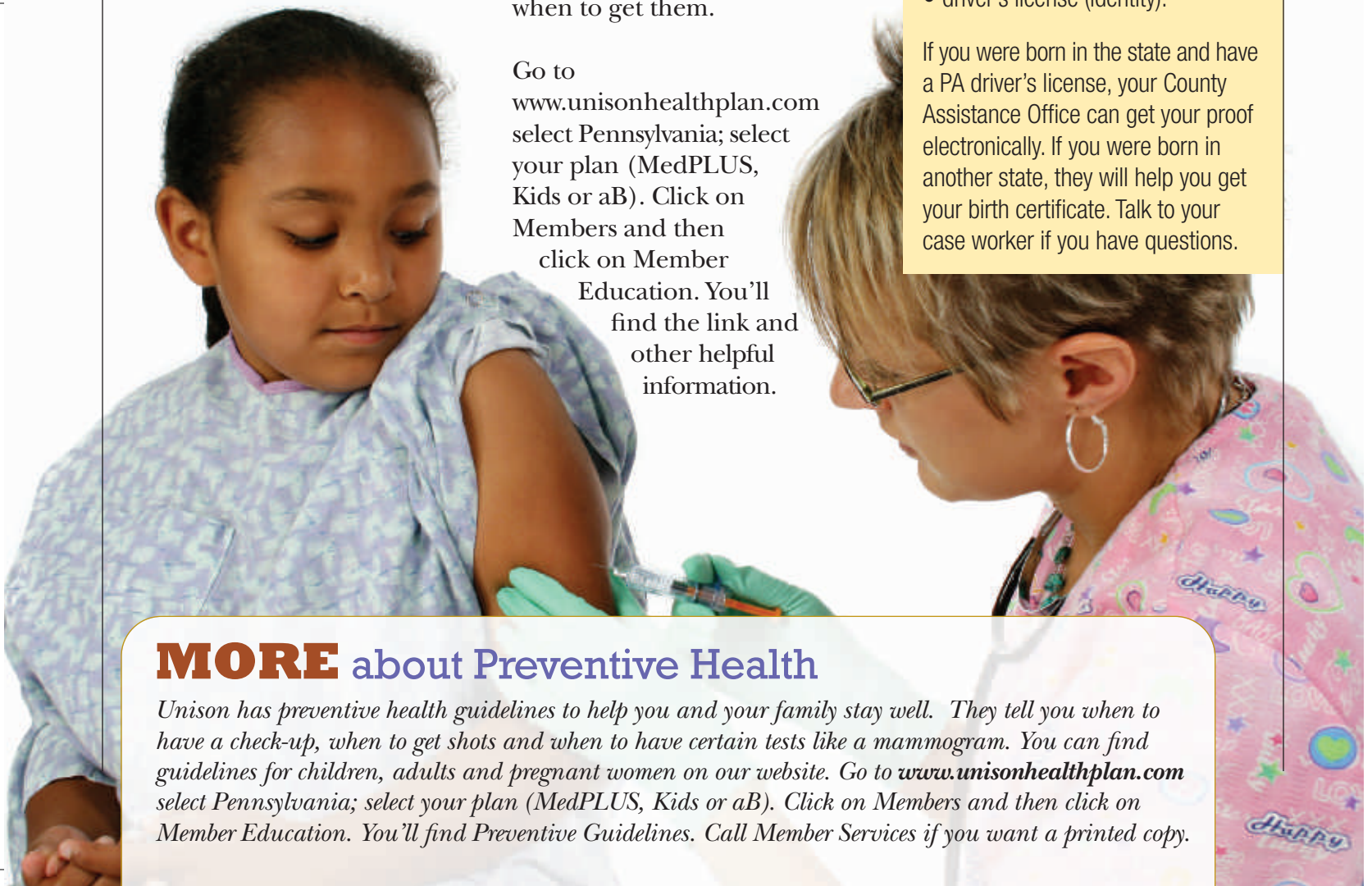
Everyone must show ID and proof of citizenship to get Medicaid coverage. It's the law. You only have to do this one time. The usual forms of proof are:

- birth certificate (citizenship)
- driver's license (identity).

If you were born in the state and have a PA driver's license, your County Assistance Office can get your proof electronically. If you were born in another state, they will help you get your birth certificate. Talk to your case worker if you have questions.

MORE about Preventive Health

Unison has preventive health guidelines to help you and your family stay well. They tell you when to have a check-up, when to get shots and when to have certain tests like a mammogram. You can find guidelines for children, adults and pregnant women on our website. Go to www.unisonhealthplan.com select Pennsylvania; select your plan (MedPLUS, Kids or aB). Click on Members and then click on Member Education. You'll find Preventive Guidelines. Call Member Services if you want a printed copy.



Recommended Immunization Schedule for Persons Aged 0–6 Years—UNITED STATES • 2007

Vaccine ▼	Age ►	Birth	1 month	2 months	4 months	6 months	12 months	15 months	18 months	19–23 months	2–3 years	4–6 years
Hepatitis B ¹	HepB		HepB	see footnote 1		HepB				HepB Series		
Rotavirus ²				Rota	Rota	Rota						
Diphtheria, Tetanus, Pertussis ³				DTaP	DTaP	DTaP		DTaP				DTaP
Haemophilus influenzae type b ⁴				Hib	Hib	Hib ⁴		Hib		Hib		
Pneumococcal ⁵				PCV	PCV	PCV		PCV			PCV PPV	
Inactivated Poliovirus				IPV	IPV		IPV					IPV
Influenza ⁶							Influenza (Yearly)					
Measles, Mumps, Rubella ⁷							MMR					MMR
Varicella ⁸							Varicella					Varicella
Hepatitis A ⁹							HepA (2 doses)				HepA Series	
Meningococcal ¹⁰												MPSV4

 Range of recommended ages

 Catch-up immunization

 Certain high-risk groups

This schedule indicates the recommended ages for routine administration of currently licensed childhood vaccines, as of December 1, 2006, for children aged 0–6 years. Additional information is available at <http://www.cdc.gov/nip/recs/child-schedule.htm>. Any dose not administered at the recommended age should be administered at any subsequent visit, when indicated and feasible. Additional vaccines may be licensed and recommended during the year. Licensed combination vaccines may be used whenever any components of the combination are indicated and

other components of the vaccine are not contraindicated and if approved by the Food and Drug Administration for that dose of the series. Providers should consult the respective Advisory Committee on Immunization Practices statement for detailed recommendations. Clinically significant adverse events that follow immunization should be reported to the Vaccine Adverse Event Reporting System (VAERS). Guidance about how to obtain and complete a VAERS form is available at <http://www.vaers.hhs.gov> or by telephone, 800-822-7967.

Recommended Immunization Schedule for Persons Aged 7–18 Years—UNITED STATES • 2007

Vaccine ▼	Age ►	7–10 years	11–12 YEARS	13–14 years	15 years	16–18 years
Tetanus, Diphtheria, Pertussis ¹	see footnote 1		Tdap		Tdap	
Human Papillomavirus ²	see footnote 2		HPV (3 doses)		HPV Series	
Meningococcal ³		MPSV4	MCV4		MCV4 ⁴ MCV4	
Pneumococcal ⁵			PPV			
Influenza ⁶			Influenza (Yearly)			
Hepatitis A ⁶			HepA Series			
Hepatitis B ⁷			HepB Series			
Inactivated Poliovirus ⁸			IPV Series			
Measles, Mumps, Rubella ⁹			MMR Series			
Varicella ¹⁰			Varicella Series			

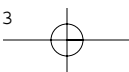
 Range of recommended ages

 Catch-up immunization

 Certain high-risk groups

This schedule indicates the recommended ages for routine administration of currently licensed childhood vaccines, as of December 1, 2006, for children aged 7–18 years. Additional information is available at <http://www.cdc.gov/nip/recs/child-schedule.htm>. Any dose not administered at the recommended age should be administered at any subsequent visit, when indicated and feasible. Additional vaccines may be licensed and recommended during the year. Licensed combination vaccines may be used whenever any components of the combination are indicated and other components

of the vaccine are not contraindicated and if approved by the Food and Drug Administration for that dose of the series. Providers should consult the respective Advisory Committee on Immunization Practices statement for detailed recommendations. Clinically significant adverse events that follow immunization should be reported to the Vaccine Adverse Event Reporting System (VAERS). Guidance about how to obtain and complete a VAERS form is available at <http://www.vaers.hhs.gov> or by telephone, 800-822-7967.



Thinking Ahead Advance Care Planning

It's hard for many people to talk about major illness and death. But it's important to think ahead. What happens if you

can't speak? Your doctor and family may not know what care you want. It is better to decide what you want in advance.

Planning ahead for your medical care is called an advance directive.

There are two types of advance directives:

Living will – This tells your doctor and family what kind of treatment you do or do not want.

Medical power of attorney – This lets someone to make health care decisions for you when you can't.

Talk to your doctor and family. Tell them about what you want. If you have questions, call Member Services. You can also find information online at the Caring Connections website www.caringinfo.org.

Want to Quit Smoking?

Are you ready to quit smoking and need help? Go to www.health.state.pa.us. Click on "Quit Smoking Now" from the list on the left. Then click on "Counseling Assistance." You'll find counseling programs in your area that can help you quit smoking. You can also call Pennsylvania's Free Quitline at 1.800.QUITNOW (1.800.784.8669).

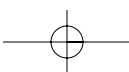


Does Your PCP Have A Gold Star?

You know you are getting the best care when your doctor earns the Gold Star. The Unison Gold Star Program tells you which doctors have earned the highest quality ratings. It makes things easier for you, too. Members who have Gold Star PCPs don't need referrals. You get a gold star on your ID card so everyone knows you don't need a referral. Visit our website at www.unisonhealthplan.com to



see if there is a Gold Star PCP near you. Gold Star PCPs have a star next to their name. You can call Member Services and get a printed copy of our provider directory.



Health Care Fraud Hurts Everyone

If someone makes a claim for a medical treatment that never happened, that's called health care fraud. It's stealing. It's illegal.

The thief can be anybody. It can be a doctor. It can be a hospital or a drug store. It can even be your neighbor. It is wrong. It takes away money from the programs you need. That means it hurts you, your family, and Unison.

Tell us if you think someone is trying to steal from your health plan. We will look into it right away. It doesn't matter who it is. If the person or company is really trying to make money illegally, we will do whatever we have to do to stop them. We even take them to court.

Call Unison's Fraud and Abuse Hotline at 1.877.766.3844. No one has to know that you called unless you want them to know. It's completely anonymous.

Pennsylvania also has a hotline to report suspected fraud or abuse of services provided by the Medical Assistance Program. The number is 1-866-DPW-TIPS (1.866.379.8477).



Why You Need a Mammogram

A mammogram can save your life. A mammogram is an x-ray picture of your breast. It is one of the best ways to spot breast cancer early. It can find breast cancer when a tumor is still too small for you to feel.

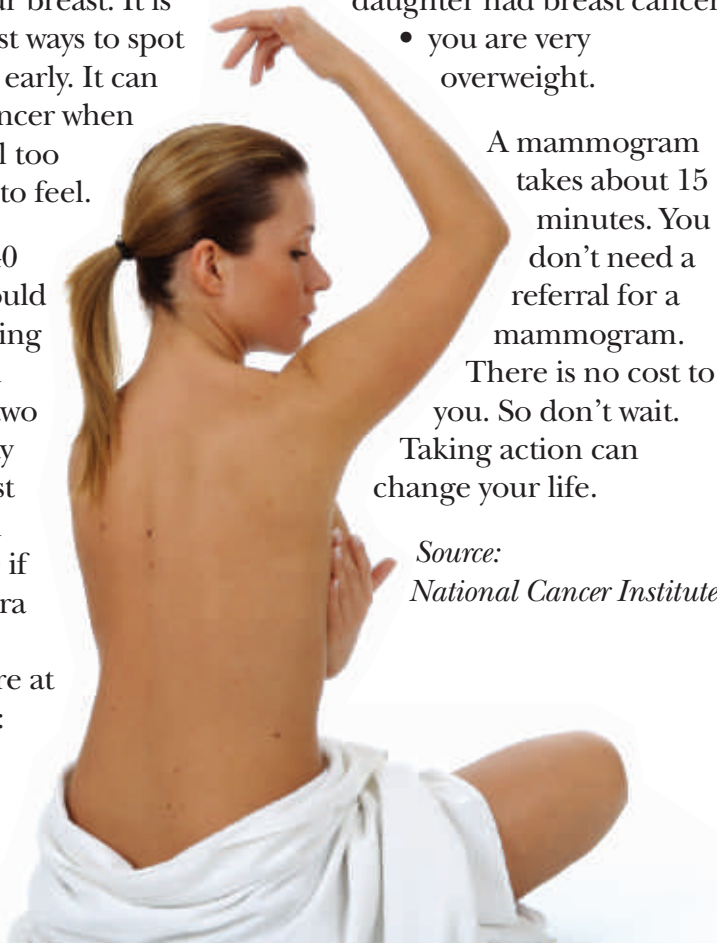
Women age 40 and older should have a screening mammogram every one to two years. You may need your first mammogram before age 40 if you are at extra risk of breast cancer. You are at greater risk if:

- you had breast cancer
- your mother, sister or daughter had breast cancer
 - you are very overweight.

A mammogram takes about 15 minutes. You don't need a referral for a mammogram.

There is no cost to you. So don't wait. Taking action can change your life.

*Source:
National Cancer Institute*



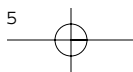
Making Your Health Plan BETTER

We work hard to improve our service to you. We want you to receive the best possible care. Unison Quality Improvement watches over and measures how well we are doing. Then they look for ways to make our programs better.

Please write to us if you want learn more about

- how the Unison Quality Improvement program works
- how we are meeting our goals
- how our practice guidelines help to manage the health of our members.

**Unison Health Plan
Quality Improvement**
Unison Plaza, 1001 Brinton Road
Pittsburgh, PA 15221



What To Do In An Emergency

Don't wait in an emergency. Go to the ER (emergency room) right away or call 911. You do not need a referral. Afterwards call your primary care physician (PCP) to let the doctor know what happened. Do this as soon as you can. The phone number is on your member ID card.

If you are not sure if it is an emergency, call your PCP. Your doctor will tell you if it is an emergency. You may only need to go to the doctor's office. Here are some examples.

GO TO THE ER:

- *Chest pain*
- *Bleeding that won't stop*

- *Sudden or severe pain*
- *Severe vomiting or diarrhea*

GO TO YOUR DOCTOR:

- *Ear aches*
- *Sore throat*
- *Coughs and colds*
- *Mild stomach ache or flu-like symptoms*

Your member handbook has more information about emergency care, urgent care and hospital care. If you need another copy of your handbook, call Member Services at 1.800.414.9025. You can also look at your handbook online at www.unisonhealthplan.com.



When You Need a Prescription

If you are eligible for prescription drugs, you can go to any of our participating drug stores and have your prescription filled.

Unison uses a preferred drug list called a formulary. It helps your doctor choose which drugs to order for you. Some drugs need prior approval before



your doctor can prescribe them. That means we must approve the drug before you get it.

Prior approval is also needed if your doctor thinks you need a drug that is not on our formulary. If we do not approve your doctor's request for a drug, we will send you information on how you can appeal our decision.

To learn more, go to www.unisonhealthplan.com. You will find:

- participating drug stores
- a complete list of our preferred drugs (formulary)
- information on our formulary process
- how to appeal a decision if a drug is not approved.

Call Member Services if you would like a printed copy of this information.



Helping Your Kids Eat Right



More children are overweight than ever before. The number of overweight children age 6-11 has more than doubled in the past 20 years. The number of overweight teenagers age 12-19 has more than tripled. Being overweight can lead to diabetes, high blood pressure, asthma and joint problems. What can parents do?

- Don't use food to comfort or reward your child.
- Limit TV time. Try to get your child to do something like play ball or ride a bike instead.
- Limit soft drinks. There are almost 10 teaspoons of sugar in one can of soda or pop.
- Find fun ways to be active together. Summer is a great time to be outdoors.

Is Your Child Overweight?

Is your child overweight? To find out, take your child to the doctor for a well-care checkup. The doctor will use a chart to see if your child is overweight and help you develop a healthy eating plan.

We're Online

Learn more about your health plan on our website.

- What benefits and services are covered and what's not
- A list for doctors, dentists, specialists, drug stores, hospitals, and vision services
- Pharmacy Services
- How to get care - primary care, specialty care, after-hours care, behavioral health services and hospital services, and care when you are out of your service area
- What to do in an emergency
- Preventive health guidelines
- Your rights and responsibilities
- How to make a complaint
- How to appeal a decision
- What to do, if your appeal is denied
- How we study and evaluate new treatments and services
- Our privacy policy.

Go to www.unisonhealthplan.com. From the pull down bar, select Pennsylvania. Select your plan (MedPLUS, Kids or aB). Click on Members. You will find this information and more. Call Member Services to get a printed copy of information on our website.



Vaccine Administration Record for Children and Teens

Patient name: _____

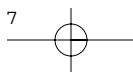
Birthdate: _____

Chart number: _____

Vaccine	Type of Vaccine ¹ (generic abbreviation)	Date given (mo/day/yr)	Source (F,S,P) ²	Site ³	Vaccine		Vaccine Information Statement		Signature/ initials of vaccinator
					Lot #	Mfr.	Date on VIS ⁴	Date given ⁴	
Hepatitis B⁵ (e.g., HepB, Hib-HepB, DTaP-HepB-IPV) Give IM.									
Diphtheria, Tetanus, Pertussis⁵ (e.g., DTaP, DTaP-Hib, DTaP-HepB-IPV, DT, Tdap, Td) Give IM.									
Haemophilus influenzae type b⁵ (e.g., Hib, Hib-HepB, DTaP-Hib) Give IM.									
Polio⁵ (e.g., IPV, DTaP-HepB-IPV) Give IPV SC or IM. Give DTaP-HepB-IPV IM.									
Pneumococcal (e.g., PCV, conjugate; PPV, polysaccharide) Give PCV IM. Give PPV SC or IM.									
Rotavirus (Rv) Give oral (po).									
Measles, Mumps, Rubella⁵ (e.g., MMR, MMRV) Give SC.									
Varicella⁵ (e.g., Var, MMRV) Give SC.									
Hepatitis A (HepA) Give IM.									
Meningococcal (e.g., MCV4; MPSV4) Give MCV4 IM and MPSV4 SC.									
Human papillomavirus (e.g., HPV) Give IM.									
Influenza⁵ (e.g., TIV, inactivated; LAIV, live attenuated) Give TIV IM. Give LAIV IN.									
Other									

1. Record the generic abbreviation for the type of vaccine given (e.g., DTaP-Hib, PCV), *not* the trade name.
2. Record the source of the vaccine given as either F (Federally-supported), S (State-supported), or P (supported by Private insurance or other Private funds).

3. Record the site where vaccine was administered as either RA (Right Arm), LA (Left Arm), RT (Right Thigh), LT (Left Thigh), IN (Intranasal), or O (Oral).
4. Record the publication date of each VIS as well as the date it is given to the patient.
5. For combination vaccines, fill in a row for each separate antigen in the combination.



Help Your Friend **Break The Silence**

Millions of women in America are physically and emotionally abused by their husbands or partners each year. In fact, one in three women is physically or sexually abused by a partner at some point in their lives. That means, for most of us, someone we know – our mother, sister, friend or neighbor – is a victim of domestic violence.

Your support and encouragement can be of great value to a friend involved in an abusive relationship. Lending a

sympathetic ear and letting your friend or loved one know that you care and are willing to listen may be the best help you can offer. Try talking to her about the problem of domestic violence in a general way. Tell her this problem concerns you. Don't force the issue but allow her to confide in you at her own pace.

Keep your mind open and really listen to what she tells you. Never blame her for what is happening or underestimate her fear or possible danger. Help her explore her options and provide what you can; transportation, child-care or a place to stay. You can ease her isolation by letting her know she is not alone.

Encourage her to “break the silence” and seek the assistance of advocates at the National Domestic Violence hotline. You can also become more informed by visiting the hotline website at www.ndvh.org or their public awareness site at www.makethecall.org. Let her know that caring people are available to help.

If you are worried about a friend and need to talk, call.

National Domestic Violence
Hotline
1.800.799.7233 (SAFE)
1.800787.3224 (TTY)
www.ndvh.org

Help is available in English and Spanish and many other languages.

All contact with the hotline is free and confidential.



in **UNISON**

Summer 2007

Unison Health Plan **Member Services**

For more information, we are available Monday, Tuesday, Thursday and Friday from 8 a.m. to 5 p.m. and Wednesday 8 a.m. to 8 p.m. You can reach us at **1.800.414.9025** or **TTY 1.888.616.0021**

Interpretation and translation services are free to members.
Please call Member Services for more information.

Please refer to your member handbook for benefit coverage.



Language Support

Unison helps members who need special services to understand their benefits. These services include TTY access, language line help for members who do not speak English and translated materials.

If you or your family needs this kind of help, please call the Special Needs Unit at 1.877.844.8844 or the Special Needs Unit TTY at 1.800.473.0989.



If you need help reading this information, please call Unison MedPLUS at 1.800.414.9025.
The information in this notice is available in other languages and formats by calling Member Services at 1.800.414.9025 or 1.888.616.0021 (TTY).

Esta información también se ofrece en otros idiomas y formatos. Llame a Servicios para Miembros al 1.800.414.9025 o al 1.888.616.0021 (TTY).

Bt(manenAkñúgesckbICUndMNgwgenH KWmanCaPasanigTMrg'epSg>eT[t edayTUrs&BPeTARksYgbMerIsmaCik elx 1.800.414.9025 B 1.888.616.0021 (TTY) sMrab'Gñkzøg' 此通知里的信息有其它种语言及格式, 请致电1.800.414.9025或1.888.616.0021联系会员服务处索取。

Сведения, приведенные в данном уведомлении, существуют также в других форматах и на других языках. Чтобы получить их, звоните в Отдел обслуживания по телефонам 1.800.414.9025 или 1.888.616.0021 (для лиц с нарушениями слуха).

Muốn có thông tin trong thông báo này dưới hình thức và ngôn ngữ khác, xin gọi Ban Dịch Vụ Hội Viên số 1.800.414.9025 hay số 1.888.616.0021 (TTY).

Si necesita ayuda para traducir esta información, por favor comuníquese con el departamento de Servicios a miembros del Unison Kids al 1.800.414.9025. Usuarios del sistema TTY deberán llamar al 1.888.616.0021.

No person on the grounds of race, color, national origin, sex, age, religion or disability shall be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program service provided by Unison Health Plan.



Unison Administrative Services
Unison Plaza, 1001 Brinton Road
Pittsburgh, PA 15221
www.unisonhealthplan.com

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